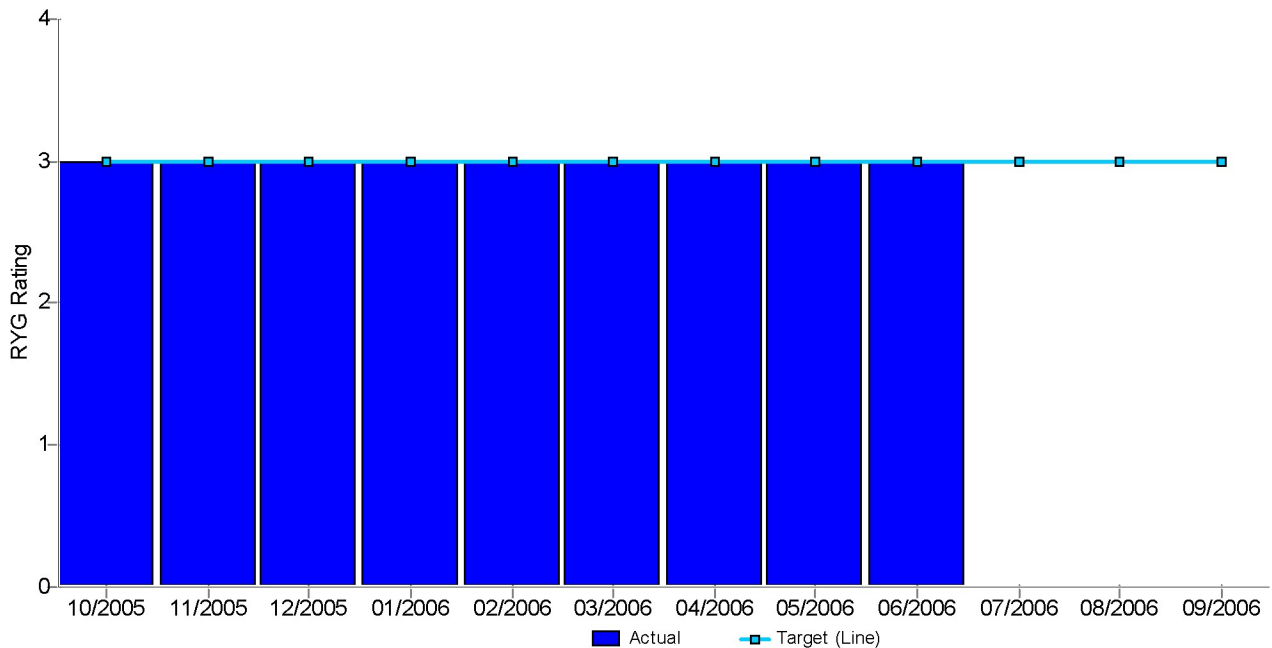# Organizational Excellence Performance Target Detail

Grievance Processing Time (FAA)
This Year to Date (Last Value)

Description
Reduce grievance processing time by 25 percent by FY 2010.

FY06 Target: Determine grievance processing baseline for grievance processing time performance measure.

Period Table

	Actual	Target (Line)	Target (Line) - Index Range
10/2005	3	3	Green
11/2005	3	3	Green
12/2005	3	3	Green
01/2006	3	3	Green
02/2006	3	3	Green
03/2006	3	3	Green
04/2006	3	3	Green
05/2006	3	3	Green
06/2006	3	3	Green
07/2006		3	Unknown
08/2006		3	Unknown
09/2006		3	Unknown

Commentary (06/2006)
Green Target. Transition service level agreements (SLAs) were developed between Human Resources, the Air Traffic Organization (ATO), and the Aviation Safety organization (AVS) to facilitate the realignment of labor relations staff from those organizations to the human resources office. The agreements were coordinated within the organizations and signed by the parties. Briefings were held with national and regional representatives in the Lines of Business on the provisions of the agreements. Targets for the development and implementation of SLAs are met. A Labor Relations (LR) training plan was developed on skills-based training for reassigned lines of business or newly hired personnel, management LR philosophy and contract administration training. A series of training sessions on the NATCA controllers' collective bargaining agreement are scheduled to begin in July 2006. The Grievance Electronic Tracking System (GETS) now contains records of more than 10,000 grievances. Training is ongoing as new users are brought on-line. Points of contacts are being established to answer questions. Determination of a baseline continues by analyzing options for setting a baseline from the negotiated grievance procedures and reporting features in GETS. Monthly reports are provided to Human Resources top management to help monitor progress of entering all active grievances into GETS.